

## **Co-designing tools for engagement in care homes [abstract only]**

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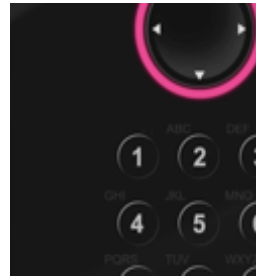
# **Co-designing tools for engagement in care homes**

Dr. Claire Craig and  
Helen Fisher



[www.lab4living.org.uk](http://www.lab4living.org.uk)





# Engaging in knowledge exchange with diverse companies and organisations to make better products and packaging



Mamas & Papas





Fundamental to all we do is designing with people

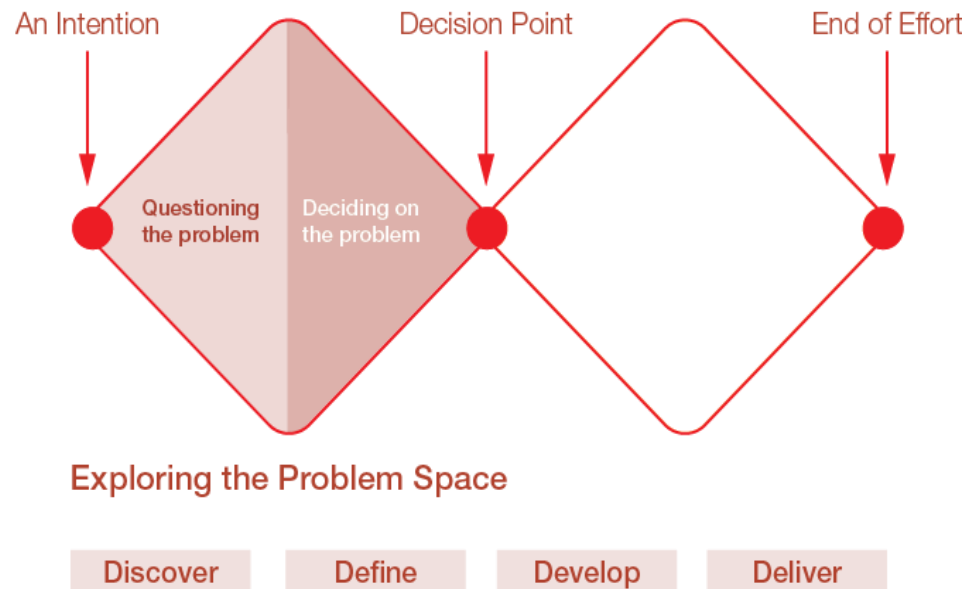


# Codesign

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Codesign is an approach to design attempting to actively involve all stakeholders (e.g. employees, partners, customers, citizens, end users) in the design process to help ensure the result meets their needs and is usable.

This approach goes beyond consultation by building and deepening equal collaboration between citizens affected by, or attempting to, resolve a particular challenge. A key tenet of co-design is that users, as 'experts' of their own experience, become central to the design process (Design for Europe)







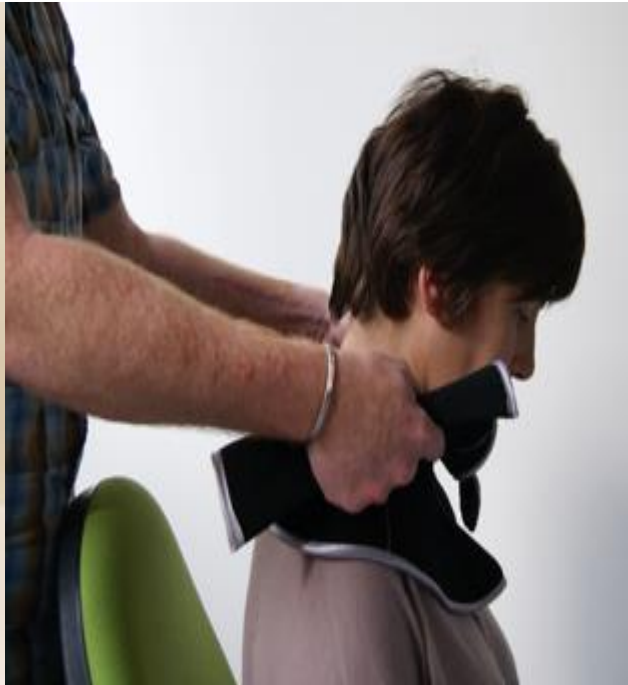
## Maximising engagement



**Novel  
Empowering  
Solutions and  
Technologies for  
Older People to  
Retain Everyday  
Life Activities  
(Horizon 2020)**



Critical artefact methodology to understand factors that promote or inhibit engagement with technology



**Ethically co-design is fundamental**  
**Links to our values as a profession**  
**Ensures that this leads to the**  
**development of better products,**  
**better services, better interventions**



# Background to current study



Photography in care homes: methods for a revealing practice



# Care home context

- 430, 000 older people living in care homes
- Some of the most complex needs of society: 90% identified as living with high support needs (Lievesley et al 2011)

Low level of occupational engagement identified in every UK study of care homes since 1962:

- Booth (1985)
- Godlove, Richard and Rodwell (1982)
- Willcocks, Peace and Kellaher (1987)
- Mozley et al (2004)

# 4 Functional Products



**To Entertain People with Alzheimer's and Dementia**

## Observations during research



- Occupations are enacted through objects
- Objects communicate important messages

# **Study Design: co-designing tools for engagement**

## **Ethical approval**

- **Phase one: focus group with 31 volunteers and activity co-ordinators across 11 care homes**

**People invited to share their experiences of engaging with residents using existing products and resources**





# Themes

- Time/resources
- Complexity of need (communication difficulties)
- Reminiscence
- Embarrassment
- Boredom (staff and residents)
- Need for meaningful conversations and ways to have these





Phase two:

Co-design process with residents  
across the homes

3 examples:

Place and space (mi-pad)

Care café

Coffee table conversations

If time ethical roadmap





*'I don't know where I am...'*



Place and space



100 hours of  
ethnographic work

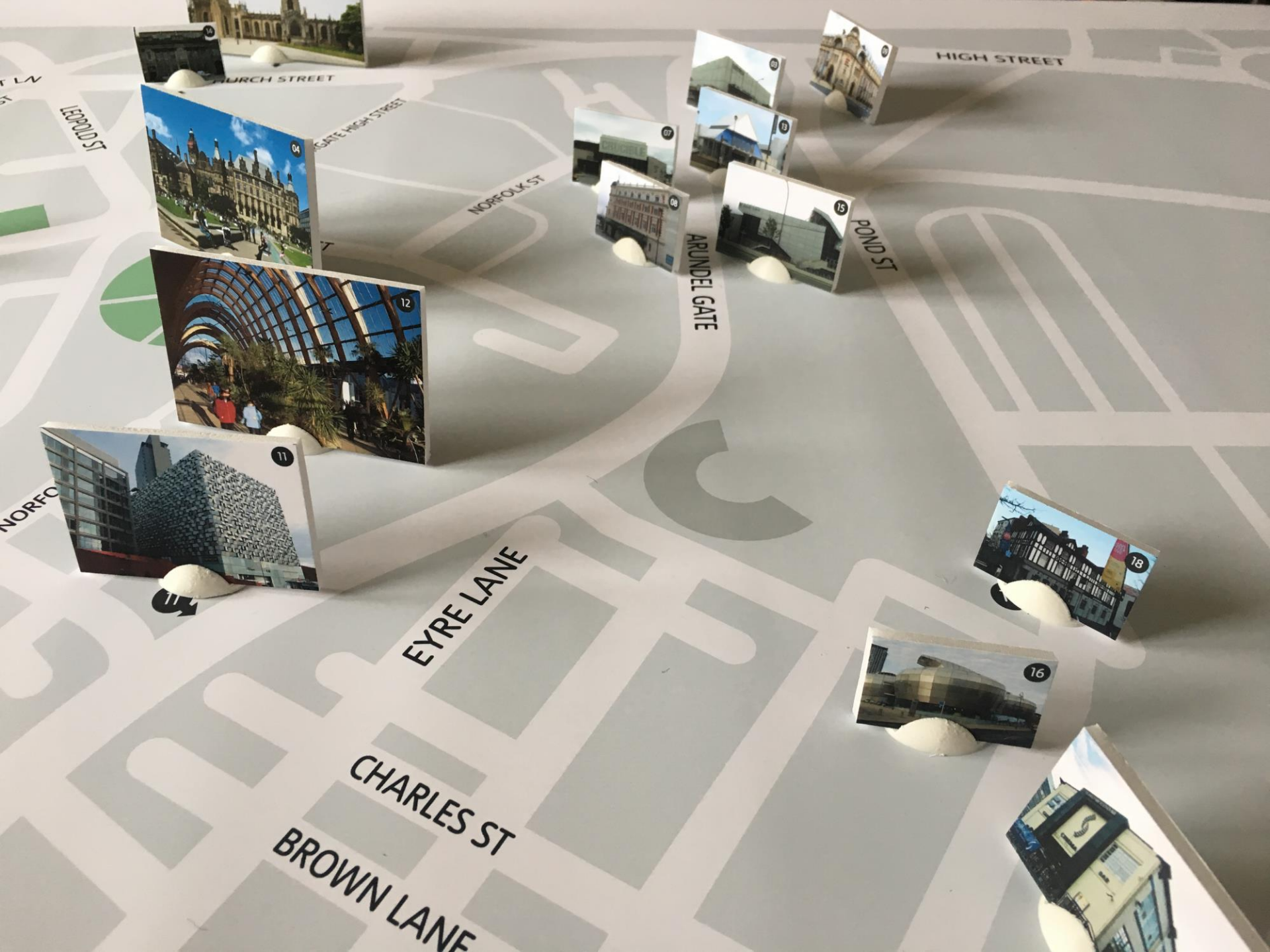
Six iterations of the  
resource

Reflects local, national  
and international

Spring-board for:

- Understanding  
occupational  
identity
- Life story work
- Reminiscence





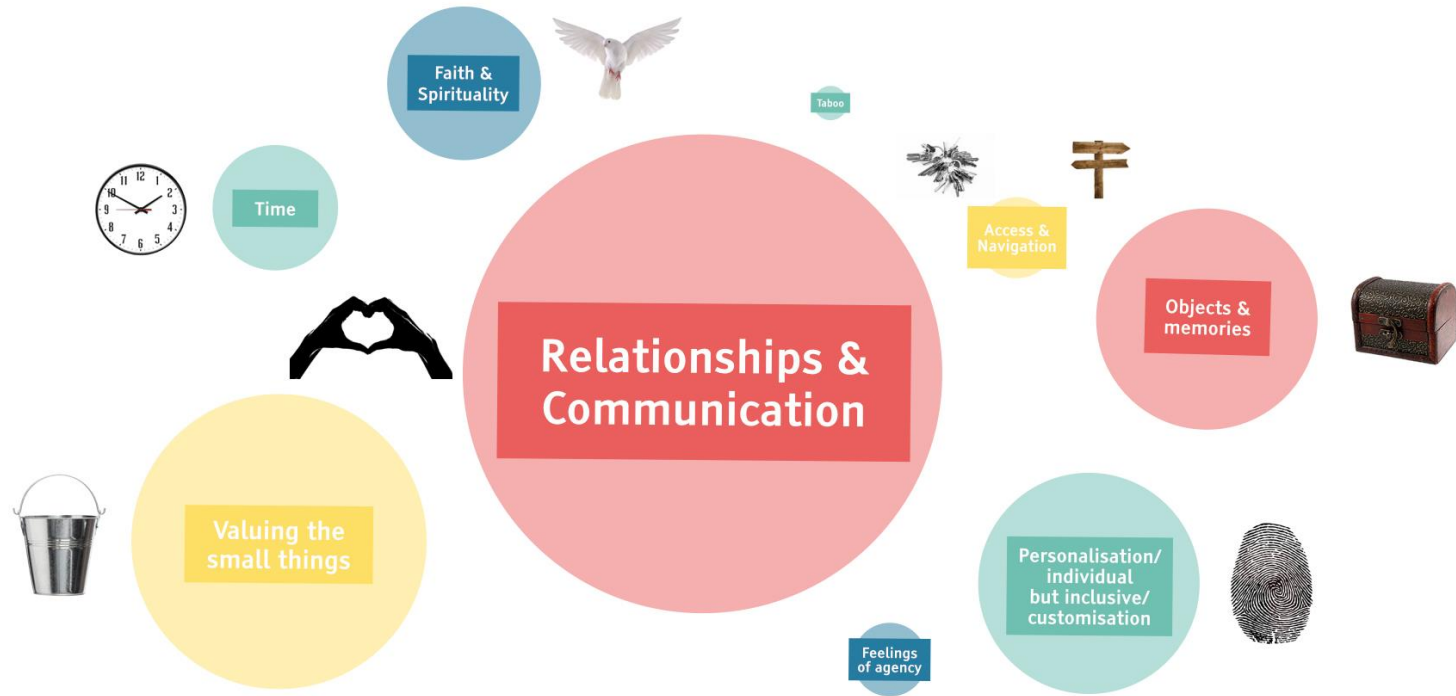
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POND ST







- Care café: developed from Life Café research
- 10 care cafes facilitated: iterative process
- 100 older people participated
- Range of themes identified:
- Co-produced tool for engagement





Sense of  
achievement

We all have  
different dementias but  
we are all in the same boat.  
We could all talk about it and  
we could all laugh about it and  
that's what you need, you need  
something where you can have  
people around you with  
similar needs.

Fresh air /  
being outdoors

Way of  
meeting new  
people

Time with  
family











Table top  
conversations




# The ethical roadmap





# Final reflections...

- 



*"Trying to continue  
independence in as  
many ways as possible,  
it gives you self worth"*

**independence**

## Reflections....

- Length of time and complexity of process: extensive range of needs in one environment
- Value of approach: hearing voice of residents and staff
- Design and creation have become occupations in themselves
- Role of OT in creating mechanisms to support and scaffold engagement
- Led to increased interaction and engagement – everyone has been part of the process